



Subcontractor manual

Equipment repairs, maintenance and modification services

Operating rules and processes for Enable New Zealand
equipment funded by:

- Ministry of Social Development Disability Support Services
group, and
- Accident Compensation Corporation.

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Version control

Date of change	Changes made	Version
13 June 2025	Removed 'draft' from footer and removed freight and outwork markup percentage in alignment with contract.	2
17 June 2025	Add outwork percentage and align payment process with contract	3
25 June 2025	Formatting changes, updates to: after hours, asset label checks, damaged in transit contacts, in scope band 1 spreadsheet, test & tag out of scope, set ups or adjustments, forms	4
20 August 2025	Clarification for Procedure for Equipment Modifications, seating systems, customisation. Update to process for DSS equipment replacement requests.	5

About us

Enable New Zealand is a wholly owned Crown entity subsidiary of Health New Zealand | Te Whatu Ora.

We are New Zealand's largest provider of disability and rehabilitation equipment, hearing and spectacle subsidies, and vehicle and housing modifications.

We supply, repair and maintain disability and rehabilitation equipment that is owned and funded by:

- Ministry of Social Development (**MSD**) through its business group Disability Support Services (**DSS**), and
- Accident Compensation Corporation (**ACC**).

We are contracted to provide our equipment services:

- Nationwide for ACC
- South of the Bombay Hills for DSS
- Monday to Friday (except statutory holidays) during normal business hours, 52 weeks a year.

Contacting us

General enquiries, claim number, asset number & collection requests

enable@enable.co.nz or 0800 362 253

Purchase order requests & repair queries

ACC: accrepairs@enable.co.nz

DSS: mohrepairs@enable.co.nz

Submitting Invoices for Payment

Bulk job sheet & invoice

ACC: accrepairs@enable.co.nz

DSS: mohrepairs@enable.co.nz

Invoices with a purchase order number:

finance.invoices@enable.co.nz

Invoice queries:

invoicequeries@enable.co.nz

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To our subcontractors

About this manual

This manual is intended for subcontracted suppliers providing equipment repair and maintenance services on behalf of Enable New Zealand.

It outlines the processes and expectations for delivering services in accordance with your Contract for Goods and Services. These processes are guided by the requirements set by our equipment funders and are designed to ensure consistency, quality, and compliance across all service interactions.

We trust this manual will support a productive and successful partnership between your organisation and Enable New Zealand.

Please ensure that all relevant staff are familiar with the contents of this manual.

Our commitment to you

Enable New Zealand undertakes to uphold the following obligations in accordance with the terms of your Contract for Goods and Services:

1. We will communicate any changes to work practices in a clear and timely manner.
2. We will provide reasonable administrative support and guidance, including access to relevant service user and asset information as required to deliver contracted services.
3. We will issue and approve purchase orders in a timely manner, subject to the completion of any required documentation and compliance with contractual conditions.
4. We will pay all valid and approved invoices within the timeframe specified in your subcontractor agreement.
5. Where applicable, we will provide system login credentials for access to the Asset Database for DSS and ACC equipment. The database will be updated on a monthly basis, and any material changes or enhancements will be communicated to you.

Your commitment to us

As a subcontractor, you agree to the following obligations in accordance with your Contract for Goods and Services:

1. You will deliver services in accordance with:
 - the procedures and expectations outlined in this manual;
 - the Subcontractor Code of Conduct (refer to Appendix 2); and
 - the terms and conditions set out in your Contract for Goods and Services.
2. You will ensure continuity of service by arranging a suitably qualified and experienced replacement subcontractor during any periods of unavailability (e.g., leave or illness). You will consult with Enable New Zealand for guidance if required.
3. Upon request, you will grant Enable New Zealand and/or its authorised agents access to your records, systems, and premises for the purposes of audit, including but not limited to quality assurance, service delivery, and compliance. You will provide all reasonable assistance and facilities to support the audit process.
4. You will immediately notify Enable New Zealand of any issue or incident relating to the services that may attract media or public interest. You must not make any public or media statements concerning Enable New Zealand, our funders, or any related services without prior written authorisation.

Contract management

Performance reviews

Enable New Zealand will meet with you on a six-monthly basis to review your performance in relation to the requirements of your Contract for Goods and Services and the Subcontractor Code of Conduct. These meetings will also provide an opportunity to discuss any operational issues or areas for improvement.

In addition, audits may be conducted as required. Enable New Zealand must be able to demonstrate to its funding agencies, including ACC and MS, that:

- Equipment repair and maintenance services are being delivered to a consistently high standard; and
- Public funding is being managed and utilised in a responsible and transparent manner.

Key performance indicators (KPIs)

- No more than three general complaints within a six-month period.
- Ensure that 95% of invoices comply with the approved purchase order parameters.
- 100% of Enable New Zealand subcontractors operate ethically.
- 100% of job outcomes are carried out in the most cost-effective way.
- 95% of jobs completed within two visits.
- 95% of jobs are acknowledged within one day of notification.

Guidelines applying to all work

Key messages

1. Before working on an item ensure the equipment has an Enable New Zealand asset label and number; check the service user details match.
2. Do not open or work on equipment still under warranty. This will invalidate the warranty.
3. Notify us immediately if an item has been damaged during delivery to your premises.
4. Do not repair low-value items.
5. If unsure whether the item is economic to repair, contact us for advice.
6. Do not modify Band 1 items, without written approval from Enable NZ.
7. Do not work on supplier trial equipment or supplier-owned equipment.
8. Refurbish items only as authorised with written approval from Enable NZ.

9. Modify equipment only if you receive a written request from the assessor and/or a purchase order.

Service areas and timeframes

You will provide your services as follows:

- Monday to Friday (except statutory holidays)
- During standard business hours
- 52 weeks a year

ACC and DSS do not contract us to provide an emergency repair service to service users.

- Ensure voicemail messages clearly explain we are not an urgent service
- Dial 111 in emergency situations.
- Schedule a next-day callback and offer advice.

Equipment repair timeframes

- Complete jobs within two visits.
- Acknowledge a job request within one day of notification.
- Contact the service user within 24 hours to arrange repairs or soon as practicable; and notify Enable NZ via a convenient method (this could be via a text message, email or phone call).

Urgent call-outs or after-hours services

ACC and DSS do not contract us to provide an emergency repair service to service users.

- Subcontractors should:
 - Ensure a voicemail message advises callers to contact emergency services in an emergency, and that all other enquiries will be responded to on the next business day.

Subcontractor admin requests

When contacting us about a job, always include these details:

- Client name in the **subject line** of all emails
- Claim number or NHI number
- Equipment asset number
- Make/model/serial number of equipment
- Other details about the job.

Working with equipment assessors

Assessors decide who is eligible for DSS or ACC funded equipment, and what equipment is suitable for the person's needs.

When you get a work request from an assessor, please liaise with them about:

- any specifications for the work required
- any appointments the assessor needs to attend with the service user
- returning the equipment to the person, where relevant.

Subcontractor technician requests

Assessors can request a subcontractor technician to:

- help set up or adjust complex or heavy equipment
- repair equipment
- confirm if an item is beyond economic repair, or should be replaced
- fit accessories
- modify equipment, where approved
- attend an outreach clinic with them.

Requests are made using the Subcontractor Technician Request (**technician request**).

Checking asset labels – equipment ownership

Important note

Only work on equipment that:

- has an asset label clearly showing the asset number, and
- can be linked to the person whose equipment needs repair or maintenance.

Procedure – Missing or unreadable asset label/number

1. Confirm ownership with supplier using the manufacturers serial number (if uncertain please contact us)
2. Once confirmed, please email asset.labels@enable.co.nz
3. Email Equipment Subcontractor Liaison Team to advise of the new asset number

Procedure – Requesting new asset labels

Email: asset.labels@enable.co.nz

Subject: **ACC or DSS Request for new asset label**

Body of email:

- Clients name and address where labels are to be sent
- Attach confirmation of ownership from Supplier/Enable NZ

Procuring parts and spares

Procure all parts and spares needed for any repairs and maintenance. Ensure the parts are of high quality. Where required, please purchase parts off suppliers to ensure compliance with warranty timeframes and contracted pricing.

Batteries, tyres, and castors

Buy replacement batteries and tyres from our named suppliers. See [Appendix 3](#) Contracted Parts Suppliers. These prices are the most we will pay, plus 12.5%, to a maximum of \$150.00 per job.

If you do not source parts from our named suppliers, we will return your invoices for you to re-send at contract prices.

Payment for parts

You are responsible for paying for:

- all parts (except any we supply)
- any contractors you outsource.

Record keeping

You must keep copies of job cards and invoices and make them available to us if asked.

- Keep completed job cards for 3 years for audit purposes.
- Keep copies of invoices for parts or third-party costs.

Check warranty status

- Check with the supplier in the first instance regarding warranty status
- If uncertain, contact Enable NZ

Important note

Do not do any work on equipment under warranty. This may result in:

- the warranty being voided, and
- you having to pay for the work, and any other costs that would have been covered by the supplier.
- If you are unsure of the warranty status, please contact us.

If no warranty applies

Proceed with the work, in line with our guidelines.

If warranty applies

- **For repairs:** Organise any warranty work directly with the equipment supplier.
- **For modifications or customisation:** discuss with the equipment supplier or us.

Spot audits

If a spot audit picks up any warranty work charged to Enable New Zealand, we will ask you for a credit.

Reporting neglected or misused equipment

If you believe equipment has been neglected, abused or misused, inform us immediately. We will inform the funder about the condition of the equipment.

Do not start work on these items until we give you the go-ahead.

Infection control and cleaning

Do not compromise your health or safety. If the environment is unsanitary or poses a risk, you have the right to refuse the job and must report it to us.

Infection control standards

Always take necessary safety measures when visiting a service user's home, such as wearing appropriate clothing to avoid contamination.

Maintain acceptable infection control standards for:

- handling equipment
- the site where repairs are carried out.

Contact us for our protocol and list of standard products.

Equipment exposed to MRSA

- **Option 1:** Wash/sanitise the item thoroughly and put out in the sun to dry, or
- **Option 2:** Apply a 1% chlorine-based liquid, leave for 2 minutes, and wash off. Note: Janola is 5% and would need to be diluted.

Equipment cleaning – service user responsibility

ACC and DSS do not fund equipment cleaning – it is the service user's responsibility. Items don't need to be spotlessly clean. However, in some cases, you may need to ask the service user to clean the item before you can work on it.

Equipment damaged in transit – Notify us ASAP

Important note

If ACC or DSS equipment is delivered to your premises and you believe it has been damaged during delivery, please notify us straightaway.

We have 7 days to notify our insurers and make a claim, if our policy allows.

Contact the Refurb Centre Branch Manager, to discuss the problem and get advice on what to do.

Hamilton: Paul Halley – Paul.Halley@enable.co.nz

Palmerston North: Glenn Forno – Glenn.Forno@enable.co.nz

Christchurch: Brett Sewell – Brett.Sewell@enable.co.nz

Job cards, invoicing and costs

Benchmark prices apply 1 July 2025

Benchmark prices apply to most jobs from 1 July 2025. Refer to [Appendix 4](#) for full details.

Job cards

A job card must be completed for **all jobs** invoiced to Enable New Zealand. See ([Appendix 5](#)) for the required format.

When charging for parts, the job card must include:

- A list of all parts sourced from a supplier, with individual pricing
- The original, itemised supplier quote with pricing attached
- Any parts sourced from Enable New Zealand, contacts below:

Hamilton: Paul Halley – Paul.Halley@enable.co.nz

Palmerston North: Glenn Forno – Glenn.Forno@enable.co.nz

Christchurch: Brett Sewell – Brett.Sewell@enable.co.nz

Jobs under benchmark price: Bulk job sheet & invoice

- Complete job sheet ([Appendix 12](#)) and email with your invoice to:
 - ACC: accrepairs@enable.co.nz
 - DSS: mohrepairs@enable.co.nz
- Please invoice us monthly
- Please send **one invoice and job sheet per email**
- Subject Line: **DSS or ACC Bulk Job Sheet & invoice number**

Jobs over benchmark price: PO required

Apply for a purchase order (PO). We will assess the job and advise you of any other options, such as replacement or providing parts from our stock.

Procedure – ACC & DSS equipment purchase order applications

Email these documents:

- Subject Line: **DSS or ACC PO request, Client Name, NHI/Claim Number**

- Completed job card ([Appendix 5](#))
- Supplier quotes (**required for all jobs**)
- Photos

ACC: accrepairs@enable.co.nz

DSS: mohrepairs@enable.co.nz

Procedure – When approval and PO number received

- Complete the job.
- Create a unique invoice, including the:
 - PO number
 - equipment asset number
 - costs for any parts or outwork.
- The PO and invoice must match for successful processing
- Email to: finance.invoices@enable.co.nz
- Your subject line **must** include the invoice number

Subcontractor costs

Charging for parts and outwork

Costs you incur for parts and outwork may be charged to Enable New Zealand as follows:

- Cost (excluding GST) plus 12.5%
- Up to \$150.00 (excluding GST) per job.

Refer to the individual Supply Agreement with Enable New Zealand regarding rates

Exception

Do not apply the 12.5% charge for:

- testing & tagging
- consumables, or
- freight.

Claiming mileage over 10km

- You can claim \$0.64 per kilometre (km) for each trip over 10 km.
- We do not pay mileage allowance for the first 10km of each trip.
- Group your tasks by location to minimise travel time and costs.
- On the job card, only record travel over 10km.

Invoice before last working day of month

11.3 Payment: Subject to clauses 11.4, 20.6 and 20.14, if ENZ receives a valid tax invoice for Goods and Services received:

- (a) on or before the last Business Day of the month, ENZ will pay that invoice by the 20th calendar day, or next business day, of the following month
- (b) after the last business day of the month, ENZ will pay that invoice by the 20th calendar of the month after the invoice has been received

Please include your **invoice number in the subject line** and email it to:

Bulk job sheet & invoice

ACC: accrepairs@enable.co.nz

DSS: mohrepairs@enable.co.nz

Invoices with a Purchase Order number:

finance.invoices@enable.co.nz

Invoice queries:

invoicequeries@enable.co.nz

Equipment repair and maintenance guidelines

Before you start

Remember to check the:

- asset database – make sure it is ACC or DSS equipment and that the asset is for the right person

- warranty – do not open the equipment or start work if under warranty (if uncertain, please contact us to confirm).

Notify us straightaway if the equipment is or has been:

- **neglected, misused or damaged beyond normal wear and tear**
- **damaged during delivery to your premises**

Equipment repairs

The job

Fixing equipment that is damaged, broken or worn out, where repair is cost-effective and appropriate.

Who can request

Service users, assessors, carers, family or whānau, Enable New Zealand.

In scope

Damaged, worn, or broken items of:

- DSS Band 1 equipment, as defined in the Band 1 Repair Definitions spreadsheet (see [Appendix 11](#)) repairs must not exceed 70% of the replacement value
- DSS Band 2 equipment and Band 3 equipment
- ACC standard equipment and complex equipment.

Out of scope

- Low-value equipment.
- Equipment under warranty (see warranties section).
- Equipment beyond economic repair, (Requests for exceptions will be reviewed on a case-by-case basis).

Procedures

- Contact the service user, assess the work and do a quote for the repair.
Note: Inspect equipment for any other repairs needed.
 - **If under the benchmark:** Go ahead with the repair.
 - **If over the benchmark:** contact Enable New Zealand **prior** to any work commencing

- **If equipment has been neglected, abused or misused:** contact us for advice
- **If the same repair on an item is needed again within a month:** contact us for advice and approval.
- Record work details on job card or job sheet.
- Check equipment operates correctly after repair and before returning it to the service user.
- You can outsource repair work to suitably qualified persons, where appropriate.

Specialised equipment repairs

The job

Repairing specialised equipment where Enable New Zealand has contracted suppliers; or where equipment is beyond your scope of work/service.

Who can request

Assessors, service users, career, family/whānau, Enable New Zealand

In scope

Damaged, broken, or worn ACC or DSS:

- communication assistive technology (CAT)
- hearing assistive technology (HAT).

Out of scope

- Equipment under warranty (see warranties section).
- Household or recreational equipment.

Procedures

- Refer equipment to a specialised supplier as set out in the table below.
- Coordinate and manage the repair with the equipment supplier.
- Act as a liaison between the supplier and the customer.
- Pay any companies used for outwork and invoice us for the cost
- Arrange for the equipment to be replaced if beyond economic repair.

List of specialist equipment suppliers

Equipment	Supplier	Notes
HAT	Brooks (NZ) Reid Technology Silent Communications NZ Ltd Harkness & Young	Refer to the original supplier
CAT	Talk Link Trust	
Computer equipment	Local repair agent, where feasible	

Housing equipment repairs

The job

Repairs to equipment installed as part of a housing modification. Use where Enable New Zealand has contracted suppliers; or where these repairs are beyond your scope of work/service.

Who can request

Service users, assessors, carers, family or whānau, Enable New Zealand.

In scope

ACC and DSS low-rise platform lifts; motors for ceiling hoists, portable cabins and bathrooms.

Out of scope

Tracks for ACC or DSS ceiling hoists installed from 1 April 2010.

Procedure – ceiling hoist tracks

- Before working on ceiling hoist tracks: Contact us to check the installation date by emailing: enable@enable.co.nz
- If out of scope: Advise the service user that they are responsible for the repairs and maintenance of these items. (Tracks are considered to be part of the house and not removable equipment.)

Annual service

The job

Checking complex equipment is still safe and works properly.

Who can request

Service users, care facilities, Enable New Zealand

In scope

Hoists, pressure care mattresses, power wheelchairs, lifts, and electric beds.

Out of scope

- Equipment beyond economic repair
- Equipment under warranty
- Low cost equipment

Procedure

- Complete job sheet ([Appendix 12](#)) and email with your invoice to:
 - ACC: accrepairs@enable.co.nz
 - DSS: mohrepairs@enable.co.nz
- Please invoice us monthly
- Please send **one invoice and job sheet per email**
- Subject Line: **Annual Servicing Job Sheet & invoice number**

When to service equipment:

- In line with the scheduled maintenance programme
- According to the manufacturer's equipment product manual
- When equipment under repair is almost due (4 weeks) for an annual service.

Notes

- To reduce travel costs, check for any other eligible items that need servicing around the same time and area.
- Include an electrical test and tag, where appropriate.

Test & tag

The job

Checking that electrically operated equipment is safe to use and meets electrical safety standards.

Who can request

Service users, care facilities, Enable New Zealand

In scope

ACC and DSS electric beds, pressure care mattresses, and battery chargers attached to equipment.

Out of scope

- ACC and DSS equipment under warranty (see warranties section).
- Household and recreational equipment.
- Equipment in workplaces

Standards that apply

- AS/NZS 3551:2013 **Management** Programs for Medical Equipment (not testing)
- AS/NZS 3760: 2010 'In-service safety inspection and testing of electrical equipment

Procedure

Test equipment:

- annually, in line with the relevant safety standards below.
- after any major repair to the electrical part of the equipment.
- after any repairs to equipment that connects to mains power.

Battery chargers with removable leads

Test the lead first, then test the complete unit (charge for 1 Test only)

Care facility bulk test & tags

- Check the asset label to confirm ACC or DSS equipment.
- Do any minor repairs needed at the same time.

Price per item

The price is \$15.00 (excluding GST) for testing and tagging one item.

One item includes both a lead and a charger body.

The price includes:

- your labour, so do not charge extra
- up to two tests for each item.

Equipment replacement (like-for-like, BER)

The job

Notifying the assessor or Enable New Zealand that equipment needs to be replaced with a like-for-like item because it is:

- broken, damaged or worn out, and
- beyond economic repair (**BER**).

Signs that equipment needs to be replaced

Equipment that is: old and well worn; needs frequent repairs; nearing the end of its useful life; a safety risk; parts no longer available in New Zealand; costs more to fix than to replace with a new item.

Who can request

Subcontractors, assessors, Enable New Zealand

In scope

- All DSS Band 1 equipment and ACC Simple List equipment where damaged or broken
- All ACC and DSS low-value equipment where damaged or broken
- DSS Band 2 and Band 3 equipment where BER
- ACC standard and complex equipment where BER.

Out of scope

To be confirmed as we are working with Funders to refine the scope of equipment. Please contact us if you have questions.

Procedure

Confirming BER

Contact us for advice, if needed.

DSS equipment replacement request

Complete the Replacement Equipment form ([Appendix 7](#)) and send it to mohrepairs@enable.co.nz

ACC equipment replacement request

Complete the ACC Beyond Economic Repair form (Appendix 6) and send it to accrepairs@enable.co.nz

Equipment write-offs

The job

Advising Enable New Zealand that the equipment needs to be written off.

Who can write-off equipment

Assessors, subcontractors, and Enable New Zealand staff

In scope

ACC and DSS equipment that is:

- beyond economic repair (BER)
- excessively rusty or corroded, structurally damaged or stress-damaged
- any equipment that is contaminated beyond being able to be easily cleaned and refurbished. obsolete (e.g., parts no longer available in New Zealand).

Out of scope

ACC and DSS equipment that can be de-contaminated and returned to stock.

Procedure

Advise Enable New Zealand to write-off the equipment. Include the reason and asset number of the equipment.

Disposal of equipment

The job

Sending equipment as waste to landfill; without identifiable asset or other labels on it. For further clarification, please contact Enable New Zealand

Who can request

Subcontractors, Enable New Zealand, assessors

In scope

ACC and DSS equipment that is beyond economic repair or has been written off.

Equipment modifications, seating systems, customisation

The job

Modifications: Fitting extra parts and accessories not supplied on the basic model.

Customisation: Permanently changing equipment to suit a person's needs. Any changes that include welding, drilling or permanent fixings.

Who can request

- EMS assessors accredited in wheeled mobility and postural management.
- ACC assessors

In scope

- DSS Band 2 and Band 3 equipment
- ACC standard and complex equipment
- ACC and DSS re-issue equipment, e.g., for trial
- ACC and DSS seating systems to be fitted to a reissue wheelchair
- ACC and DSS seating system and wheelchair from different suppliers.

Out of scope

- DSS Band 1 equipment
- ACC Simple List equipment
- Supplier-owned equipment

- Supplier trial equipment
- Seating system and wheelchair from the same supplier. (Supplier is responsible).

Important note:

We will not pay costs you incur for work on equipment returned in modified or less-than-new condition to the supplier.

Procedure

- **Requests within benchmark cost:** Add job to the job sheet.
- **Requests over benchmark but under \$2,000:** Submit a Purchase Order (PO) Request.
- **Requests over \$2,000:**
 - Assessor must obtain a quote from a suitably qualified subcontractor.
 - Quote to be attached to the service request.
 - When approved, the subcontractor will receive the approved service request and a purchase order.
- Raise any safety concerns about the modifications directly with the assessor.
- Ensure the equipment operates correctly before returning it to the service user.
- The assessor must be present when testing the modifications with the user.

Equipment set-up or adjustments

The job

Helping the assessor assemble or adjust equipment so it works properly for the service user. Set-ups are for equipment within 6 weeks of issue. Adjustments are carried out during the life of the equipment

Important note: Parts

- Set-up and adjustments include only the parts and accessories approved in the service request.
- If extra parts or accessories are needed, treat the job as a modification: Invoice separately from the set-up/adjustment.

Who can request

- Assessors can request set-up and adjustments and must be present when the subcontractor is carrying out the job.
- Refurb Centre (Enable NZ warehouses) can request set-ups, they must provide you with a PO for this work – **Please do not submit these via a job sheet or job card.**

In scope

ACC or DSS complex or heavy equipment, including:

- hoists
- profiling beds
- wheelchairs
- customised standing frames
- specialised pressure care equipment
- specialised communication devices
- customised seating systems.

Out of scope

- Warranty claims
- household and recreational equipment
- New equipment from the supplier

Procedure

For requests exceeding \$2,000, the assessor must obtain a quote and purchase order for the setup or adjustment of power wheelchairs from a suitably qualified subcontractor. This documentation must be attached to the service request. Once approved, the subcontractor will be issued a copy of the approved service request along with the corresponding purchase order.

Refurbishment of equipment

The job

To bring equipment back to 'as new' standard for re-issue to another person.

Note: Refurbishment is not part of the contract for goods and Services. However, sometimes we ask a subcontractor to refurbish an item for reissue in their service area.

Who can request

- Enable New Zealand repair technician
- Equipment assessor, with approval from Enable New Zealand.

In scope

Usually wheelchairs or other equipment as specified on the purchase order.

Out of scope

Modifications or customisations (unless stated on the purchase order).

Procedure

- Purchase order and wheelchair script are required.
- Carry out refurbishment alongside the set-up for the new service user.

Price

The contracted hourly labour rate applies.

Wheelchair and seating outreach clinic attendances

The job

Attending a wheelchair and seating outreach clinic to provide technical assistance with fitting and adjustment of equipment.

Who can request

Enable New Zealand clinical advisor for EMS wheelchair and seating outreach service.

In scope

DSS equipment. Work as stated on the service request

Out of scope

Doing any work without authority from an Enable New Zealand outreach advisor.

Procedure

You will receive an email request to attend a clinic, and a copy of the clinic timetable.

Invoicing

For clinic work: Invoice for labour and travel costs only. Send your invoice to outreach@enable.co.nz

DSS equipment in care facilities

The job

Repair and maintenance of equipment DSS service users have taken into a care facility. Certain criteria must be met.

Criteria

- Equipment is in scope.
- Equipment is still in its lifetime and is not beyond economic repair.
- Equipment is still being used by the person it was prescribed to.

Who can request

Service user, whānau, care facility staff, Enable New Zealand

In scope

- Mobility aids that are individually customised for the service user
- Powered wheelchairs which have been individualised or customised on a wheeled mobility base
- Lying supports
- Shower commode chairs which have been individualised or customised
- Dedicated communication devices (not including hearing aids).

Out of scope

- Equipment that doesn't meet the criteria.
- Communal aids and equipment that providers are responsible for, such as:
 - urinals, bedpans, commodes, raised toilet seats, shower toilet chairs, washbowls
 - walking frames, standard wheelchairs

- pressure relief items, lifting aids, handrails
- standard bariatric equipment
- hospital beds
- low-cost equipment such as walking sticks or personal hygiene items.

Procedures

If equipment is beyond economic repair, inform the facility manager.

Requests to Relocate Equipment

Service users may request dismantling and reassembly of their equipment however, this is not covered under current funder contracts.

- Please contact us for guidance
- We will consult with the funder to determine whether the request can be approved.

Risk management

Workplace health and safety

- Comply with all workplace health and safety laws and regulations.
- Maintain a safe and healthy worksite.
- Manage, reduce or eliminate any health and safety risks for service users when their equipment is being repaired or serviced.

Asset protection

Adequately protect any Enable New Zealand information, assets, tools and materials provided. Return these promptly when asked.

Privacy and confidentiality

- Our privacy policy is in line with the District Health board and applies to all subcontractors. We expect you, and your staff, to be familiar with the policy.
- Comply with the provisions of the Privacy Act 2020 and Code as detailed in the Head Agreement.

- Ensure that all information about our services users is kept strictly confidential.

Children's worker safety checks

You must comply with the safety checking requirements of the Vulnerable Children Act 2014. These checks are:

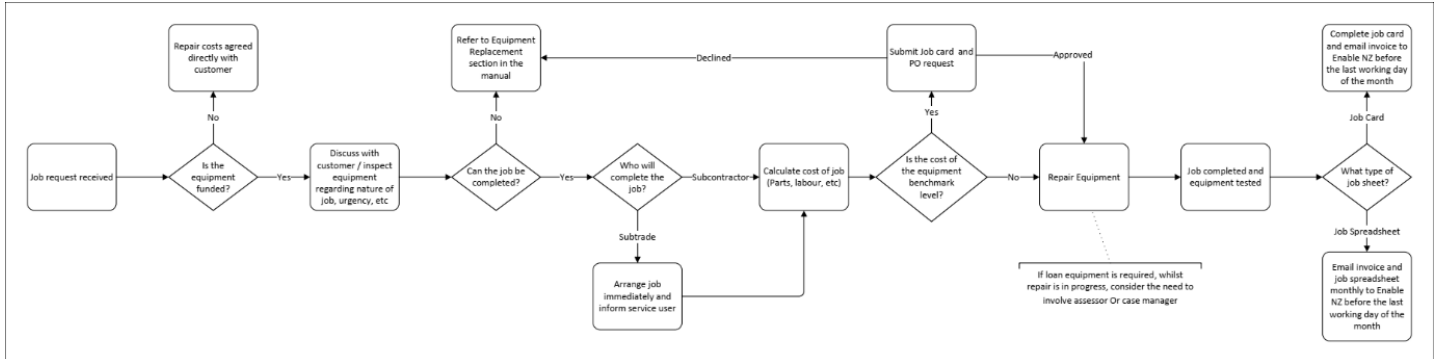
- required if you provide services to (and communicate with) our service users under the age of 18
- referred to as a children's worker safety check.

Complete checks using the Health New Zealand | Te Whatu Ora approved service, CV Check.

<https://cvcheck.com/nz/te-whatu-ora-health-new-zealand/>

The Carriage of Goods Act – Insurance applies.,

Appendix 1: Process flow charts



Appendix 2: Subcontractor code of conduct

As a subcontractor, you represent Enable New Zealand in the community. This means you must follow our rules and this subcontractor code of conduct. Please make sure your employees and any outworkers know these rules too.

Respect service users' disabilities and cultures

- Comply with the Code of Health and Disability Services Consumers Rights Regulation 1996.
- Treat our services users with respect and courtesy.
- Understand and respect the cultural backgrounds and disability-related needs of our service users.

Avoid inappropriate situations

- Never put yourself in a situation where you could be accused of inappropriate behaviour.
- Avoid being alone with a child or physically helping someone without another person present.

Ethical behaviour

- Be honest and trustworthy in your work, finances and behaviours.
- Avoid actions that involve dishonest or unethical behaviour for personal gain.
- Ensure all actions and decisions are open and can be accounted for, and maintain integrity in all dealings.

Professional services

- Work within the scope of your contract.
- Maintain the qualifications, skills, and capability needed to repair and maintain equipment to the required standards.
- Work with us, our suppliers, and other subcontractors to deliver responsive and reliable services without unnecessary delays.

Appendix 3: Contracted parts list



Contracted Parts List

Purchasing@enable.co.nz

Phone 0800 369 673

Effective 19 March 2024

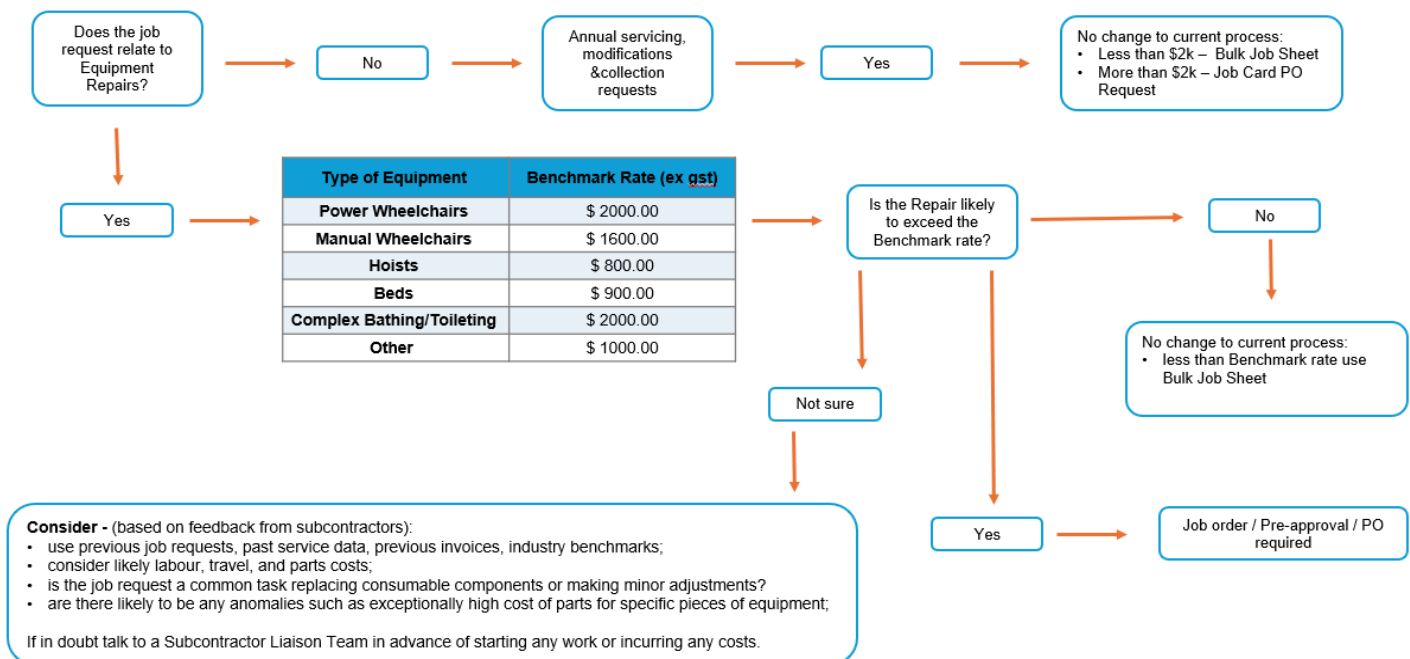
BATTERIES AND CHARGER				
Item Master	Category	Company	Model	Price GST ex
861708	Battery Charger	HCB Technologies	PX-2408	\$294.88
861716	2.9 amp Battery	HCB Technologies	RM12-2.9	\$20.31
861724	30 amp Battery	HCB Technologies	GU1H	\$252.81
861732	40 amp Battery	HCB Technologies	RM12-40G	\$188.43
861741	50 amp Battery	HCB Technologies	G22NF	\$487.07
861767	73 amp Battery	HCB Technologies	G24	\$633.39
All Battery prices include Nationwide delivery				
TYRES AND TUBES				
Item Master	Category	Company	Model	Price GST ex
861521	24 x 1.3/8 Solid C-63	Treadway Ltd	78660	\$29.95
861556	300 x 8 Solid C-248	Treadway Ltd	78640	\$62.96
861564	300 x 8 Solid w black cut outs C-248	Treadway Ltd	78645	\$62.96
861572	300 x 4 Solid C-248	Treadway Ltd	78620	\$32.95
861530	24 x 1.3/8 Pneumatic C-63	Treadway Ltd	78520	\$14.90
861601	22 x 1.3/8 Pneumatic C-63	Treadway Ltd	78560	\$11.50
861610	12.1/2 x 2.1/4 Pneumatic C-51	Treadway Ltd	78460	\$6.00
861628	12.1/2 x 2.1/4 Pneumatic C-268	Treadway Ltd	78480	\$8.49
861581	300 x 8 Pneumatic C-248	Treadway Ltd	78442	\$35.47
861599	300 x 4 Pneumatic C-248	Treadway Ltd	78270	\$32.30
861636	24 x 1.3/8 Tube SV	Treadway Ltd	81440	\$4.85
861644	22 x 1.3/8 Tube SV	Treadway Ltd	81410	\$7.96
861652	12.1/2 x 2.1/4 Tube SV	Treadway Ltd	81600	\$2.67
861661	300 x 8 Tube SV	Treadway Ltd	80400	\$4.73
861687	300 x 4 Tube SV	Treadway Ltd	80140	\$5.39
861679	300 x 8 Tube BV	Treadway Ltd	80420	\$6.75
861695	300 x 4 Tube BV	Treadway Ltd	80160	\$4.36

- This equipment has been selected through formal tender processes to establish the best solution for Enable New Zealand and the Ministry of Health (MOH).
- In order for Enable New Zealand to comply with our contractual obligations, it is expected that Equipment Sub-Contractors will utilise these preferred products and the preferred suppliers for the purchase of such equipment on behalf of the MOH. This includes using the preferred supplier for similar products not listed.

Appendix 4: Benchmark prices

Type of Equipment	Benchmarked Rate (ex gst)
Power wheelchairs	\$2,000
Manual wheelchairs	\$1,600
Hoists	\$800
Beds	\$900
Complex bathing & toileting	\$2,000
Other	\$1,000

Equipment Repair Benchmark process as from 1 July 2025



Appendix 5: Job card & PO request form

ACC/DSS Job Card & Purchase Order Request Form

This form is to be completed by the Equipment Subcontractor for any repairs, minor modifications, or purchase order requests relating to ACC or DSS equipment managed by Enable New Zealand.

Please email the completed form to:

ACC: accrepairs@enable.co.nz DSS: mohrepairs@enable.co.nz

SUBCONTRACTOR DETAILS			
Company Name	Company name	Job Reference	Job ref
Email Address	Email address	Phone Number	Phone number
CLIENT / SERVICE USER DETAILS			
Name	Client name	Funder*	☐ ACC ☐ DSS
Address	Client address	NHI/Claim Number *	NHI/Claim #
		Phone Number	Phone number
REQUEST DETAILS			
Date Received	Date	Job Requested By	Choose an item
Requester Name *	Name		
Job Details	Enter text here		
JOB, TECHNICIAN & EQUIPMENT DETAILS			
Technicians Name	Name	Repair Type	Choose an item
Asset Number	Asset #	Supplier	Name
Type/Description	Type /Description	Make/Model	Make / Model
Date Started	Date	Date Completed	Date
Current Visual Condition	Visual condition	Probable Cause of Damage	Choose an item

ACC/DSS Job Card & Purchase Order Request Form

2025

1

ACC/DSS Job Card & Purchase Order Request Form

This form is to be completed by the Equipment Subcontractor for any repairs, minor modifications, or purchase order requests relating to ACC or DSS equipment managed by Enable New Zealand.

Please email the completed form to:

ACC: accrepairs@enable.co.nz DSS: mohrepairs@enable.co.nz

ACC/DSS Job Card & Purchase Order Request Form

2025

2

Appendix 6: ACC BER notification form



ACC Beyond Economic Repair Notification

This form is to be completed by the ACC Equipment Subcontractor to provide notification of equipment beyond economic repair (BER) for ACC equipment managed by Enable New Zealand.



Please email the completed form to: accrepairs@enable.co.nz

Subcontractor details			
Company name	Enter text.	Technician name	Enter text.
Email address	Enter text.	Phone number	Enter text.
Client details			
Full name	Enter text.	Claim number	Enter text.
Address	Enter text.	Phone Number	
Request details			
Date received	Enter text.	Requested by	Enter text.
Job details	Enter text.	Requesters name	Enter text.
Subcontractor job & equipment details			
Asset number	Enter text.	Supplier name	Enter text.
Type/description	Enter text.	Make/model	Enter text.
Current visual condition	Enter text.	Probable cause of damage	Enter text.
Technician Damage Assessment Report	Enter text.		
BER Rationale	Enter text.		
Equipment status	☐ Temp fix/usable	☐ Not usable	☐ Loan supplied ☐ Hire required
Attachments	☐ Photos ☐ Other		

ACC Beyond Economic Repair Notification	2025	
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Appendix 7: DSS replacement equipment form

Replacement Equipment

The item of equipment needs replacement due to being beyond economic repair. The person has already undergone an assessment and has an existing item of equipment on long-term issue. This form may only be used to replace the previous item of equipment with the same or a similar item of equipment. The EMS Assessor is responsible for ensuring the person receiving the equipment has read and understood. The Equipment Information Form and Care and Use of Equipment Form authorise Enable New Zealand to use/disclose information as described in the Privacy Act Statement.

To be completed by the Repair Service or EMS Assessor

Client information – Repair service to complete as far as possible			
Family name	Family name	First name	First name
Street address	Address	Town / City	Town / City
Post code	Post code		
Repair service details			
Name	First and Last name	Phone number	Phone number
Assessment service details			
Te Whatu Ora or Organisation	Enter text.	Department	☐ OT ☐ PT ☐ CDU ☐ Allied Health
Phone number	Phone number		
Existing equipment – the equipment list below is beyond economic repair			
Equipment type	Supplier	Description / Size / Type	Asset number
Equipment type.	Supplier	Description.	Asset #
Equipment type.	Supplier	Description.	Asset #
*Reason(s)	Enter text.		
Loan equipment – the equipment list below has been loaned to the client			
Equipment type	Supplier	Description / Size / Type	Asset number
Equipment type.	Supplier	Description.	Asset #
Equipment type.	Supplier	Description.	Asset #
Equipment type.	Supplier	Description.	Asset #
To be completed by the EMS Assessor – Please complete any missing client details above			
Equipment type	Supplier	Description / Size / Type	Moh List Equipment # or Catalogue #
			Exact item*

ENAE208 – Replacement Equipment 2025 1

Equipment type.	Supplier	List or cat #.	Exact item
Equipment type.	Supplier	Description.	List or cat #.
*Enable New Zealand will provide items of equipment that are <u>appropriate</u> to the items requested if available in Enable Stores. If this is not going to be appropriate the EMS Assessor needs to explain why only the requested item will be suitable.			
EMS Assessor details			
Name	First and Last name	EMS Assessor number	Assessor #
Email	Email	Phone number	Phone number
EMS Assessor Declaration: By completing and submitting this electronic service request I confirm that the assessment and selection of equipment has been personally completed by <u>me</u> and the service request is correct and meets the criteria in the current DSS Equipment & Modifications Services Manual			Date sent Enter a date.
Delivery details			
Please indicate a delivery address		Client name	First and Last name
		Street Address	Address
		Town / City	Town / City
		Post code	Post code
		Contact number	Phone number
Delivery instructions	Delivery instructions		

ENAE208 – Replacement Equipment 2025 2

Appendix 8: Privacy policy

TBC

Appendix 9: Definitions

Accessory – An off-the-shelf removable item that can be attached to a basic equipment item. See EMS definitions.

Adjustments – Changes made to equipment over the life of the item (after 6 weeks of issue).

Annual service – Scheduled maintenance in line with the manufacturer’s manual.

Annual Electrical Test and Tag – Testing & tagging of electrically operated equipment to meet NZ Standard ASS/NZS 3551:2012 or AS/NZS 3760: 2010.

Assessors – Allied health professionals approved by DSS and ACC to carry out assessments and recommend certain equipment items, depending on their qualifications. Include occupational therapists, physiotherapists, speech-language therapists, hearing and vision therapists, and specialist service coordinators.

Asset – An item of equipment we provide for ACC and DSS service users.

Asset number – A unique identification number assigned to an item of equipment. Used to trace items to ensure they are used effectively and maintained properly through their lifecycle. The asset number is printed on an asset label.

Asset label – A silver or white sticker applied to a piece of ACC or DSS equipment. It has the Enable New Zealand logo, and a unique asset number and bar code.

Asset database – Enable New Zealand database with basic information about equipment (assets) issued to DSS and ACC service users. Full name is ‘repair subcontractor asset database’.

Benchmark price – A standard price used as reference point in the market. Used as a guideline for pricing similar goods or services.

Beyond economic repair (BER) – Where the cost of repairing an item exceeds 70 per cent of its replacement value, making it more economical to replace the item rather than repair it.

Call-back – A situation where there is no immediate risk to the user and the work can wait until normal business hours. (Not to be confused with call-out).

Call-out – A situation where a subcontractor’s visit is required outside of normal business hours. (Not to be confused with call-back.)

Care facility – A rest home or hospital that provides skilled nursing care to patients or residents who need help with activities of daily living.

Communication assistive technology (CAT) – Equipment to help people communicate or control their environment. Examples: picture boards, speech generating devices, communication apps, eye tracking devices.

Customised equipment – Equipment uniquely adapted or designed to meet the individual needs of a person and where the customisation cannot be reversed. Any changes that include welding, drilling, or permanent fixing are considered customisation.

Contract for Goods and Services –

DSS – Disability Support Service, a business unit of the Ministry of Social Development.

Firstport – The official website providing disability information and advice.

<https://firstport.co.nz/>

EMS – Equipment and Modification Services. The DSS programme that funds equipment for eligible disabled people.

EMS equipment definitions – See definitions and examples of these commonly used terms: accessory; Band 1, Band 2, and Band 3 equipment; modifications and customisation.

[View Equipment and Modification Services definitions on DSS website](#)

Equipment – Re-usable aid that helps a person with daily living activities (ACC definition). Items are portable, free-standing and immediately removable.

Job card – Document used to record details about a specific repair or maintenance task to request a purchase order.

Job sheet – Document (spreadsheet) used to record bulk job cards (less than benchmark).

Hearing assistive (HAT) – Hearing and alerting equipment such as baby monitors, visual vibrating alerts (smoke detectors, doorbells), personal listening devices.

Modification – See EMS definitions.

MRES – Managed Rehabilitation Equipment Service. The ACC programme that funds ACC equipment.

MRSA – Methicillin-resistant *Staphylococcus aureus* (MRSA). A type of bug that has become resistant to some commonly-used antibiotics.

Portable Appliance Test (PAT) – Testing portable electrical appliances to find out if they meet set safety standards.

Repair – Process of fixing equipment that has stopped working, is damaged, broken or faulty.

Refurbishment – The process of restoring the equipment to ‘as new,’ or to a basic standard for reissue, after it has been used by and collected from a service user.

In Scope – DSS or ACC equipment, or activities, that subcontractors *are authorised* to work on.

Out Scope – DSS or ACC equipment, or activities, that subcontractors are *not authorised* to work on

Seating system –

Any item or combination of items designed to help a person sit or lie down comfortably. It aims to:

- Reduce physical discomfort
- Prevent worsening of posture
- Improve functional sitting positions

Service (maintenance) – Regular, proactive work done to keep equipment safe, in good working condition and prevent breakdown. Examples: Routine (annual) inspections, electrical safety checks (test & tag) replacing worn parts.

Service user – A person who is eligible for EMS and/or MRES equipment services for injured or disabled people.

Set-up – To help the assessor assemble the equipment for the person, within 6 weeks of issue.

Subcontractor – The same as 'Supplier' in any Contract for Goods and Services.

Technician request – The form EMS Assessors complete and provide to the subcontractor for the work required.

Trial equipment – Equipment given to a service user temporarily to test if it meets their needs and is suitable for them.

Visual assistive technology (VAT) – Equipment to help people with visual impairments. Examples: screen readers, magnifiers, braille displays, voice-activated devices, alerts.

Warranty – A guarantee provided by the supplier that promises the equipment will work as expected for a specified period. If the equipment fails due to defects in materials or workmanship during this period, the manufacturer or seller will repair or replace it at no additional cost to the buyer. May include new or factory-modified parts.

Write-off – Where an item or asset is removed from stock and financial records because it is no longer usable or repairable.

Appendix 10: Quick reference info

Prices and charges

Please see guidelines for full details.

	Charge	Plus	Notes
Parts & Outwork	Cost (excl. GST)	12.5%	Max. \$150.00 per job (excl. GST)
Mileage	\$0.64 per km	n/a	Trips over 10km
Testing and tagging	\$15.00 per item (excl. GST)	n/a	Item = lead and charger body. Price includes labour and up to 2 tests per item.

Contacting us

General enquiries, claim number, asset number & collection requests

enable@enable.co.nz or 0800 362 253

Purchase order requests

ACC: accrepairs@enable.co.nz

DSS: mohrepairs@enable.co.nz

Submitting Invoices for Payment

Bulk job sheet & invoice

ACC: accrepairs@enable.co.nz

DSS: mohrepairs@enable.co.nz

Invoices with a purchase order number:

finance.invoices@enable.co.nz

Invoice queries:

invoicequeries@enable.co.nz

Appendix 11: Band 1 Repair Definitions

Description	Item No on List	Item No in FinOps	Product Code	Max repair costs	
Wheelchair Goldfern Paed folding.	902434		WC537	550	Items not to be repaired
Wheelchair Goldfern Transit folding.	856141		WC77	390	Items to question
Wheelchair Goldfern S.P. folding.	856124	WC	WC75	390	
Commode	853951	104185	SI2	0	
Shower commode chair	834371	104179	BA24	370	
Swivel bather	762031		s5-100	250	
Transfer bench	739569		s16	0	
Bath chair Rifton Blue Wave	740471	100045	pl78	740	
Bath Chair Rifton Blue Wave cover/chest strap	899941	100045	P80	740	
Bath chair Rifton Blue Shower stand	740439	101353	P82	1150	
Dan Chair	877427	877427	P49	200	
Rehab chair	740762		K5-U	150	
Walking frame Gutter frame easy fold	853020		WF117	700	
Walking frame Gutter frame FC, RW	754881		WF115	550	
Walking Frame Rollator Bariatric 4 Wh 230kg	829038		WF25	154	
Walking Frame Rollator Heavy Duty	883991	101914	WF116	154	
Walking Frame Rollator Adjustable 6"	880212	102604	WF40	104	
Walking Frame Rollator Adjustable 8"		102601	WF43	104	
Walking Frame Pacer FC, RW	754144		WF53	215	

Appendix 12: Job Sheets




ACC Bulk Job Sheet

Email job sheet & invoice to: accpairs@enable.co.nz

Company name

Vendor ID

Job sheet period START END

Invoice date

Invoice number

TOTAL EX GST \$ -

Job Ref #	Charge type	Claim Number	First Name	Surname	Street #	Street Address	Town City	Date Job Requested	Date Job Completed



DSS Bulk Job Sheet

Please send to mohrepairs@enable.co.nz with your invoice

COMPANY NAME

VENDOR ID

JOB CARD PERIOD START DATE END DATE

INVOICE DATE

INVOICE NUMBER

TOTAL EX GST \$ -

GST NUMBER



Job Ref	Charge type	Clients First Name	Clients Surname	Clients Address Street No	Clients Address Street	Clients Address Town/City	Clients Phone Number	Date repair/service requested	Date repair/service completed	Asset Number	Asset Description	Manuf Serial #